

Kentucky Employees' Health Plan

Wellness and Disease Management

Presentation for kyhealthnow

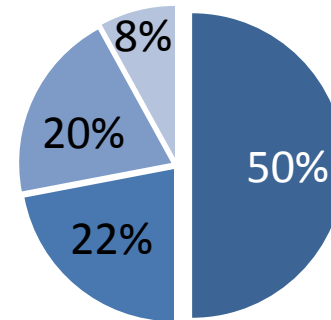


Kentucky Employees' Health Plan (KEHP)

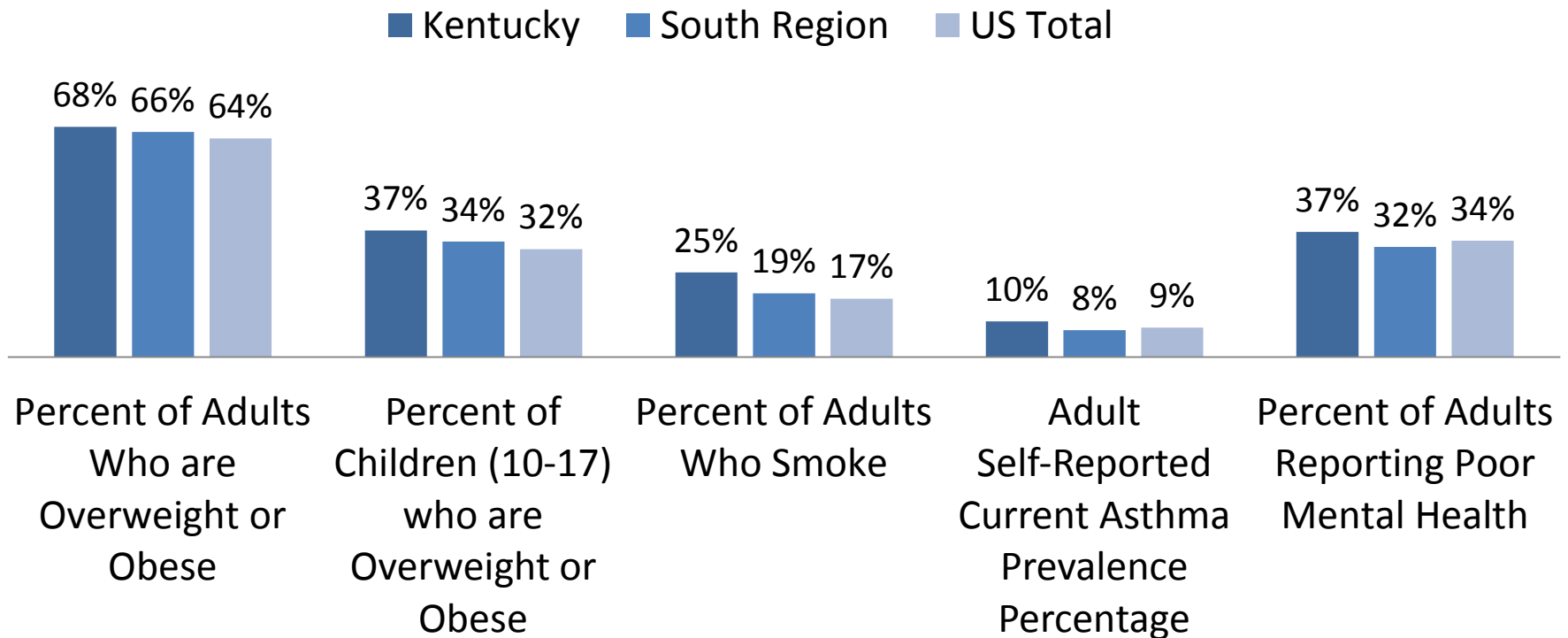
- ❖ Self-Insured since 2006
- ❖ \$1.8 Billion total plan annual spend
- ❖ 153,000 Planholders (266,000 covered lives), made up of active employees and pre-65 retirees
- ❖ Mostly Kentucky residents – some retired members living outside of Kentucky

KEHP

- School Boards (50%)
- Early Retirees (22%)
- State Agencies (20%)
- Quasi (8%)



Kentucky Health Statistics



The 2013 Gallup-Healthways Well-Being Index



Criteria	Rank 2013
Life Evaluation	49
Emotional Health	49
Work Environment	25
Physical Health	49
Healthy Behaviors	49
Basic Access	41
Composite Rank	49



KEHP

KEHP offers four health insurance plan options.

Two plan options contain the LivingWell “Promise”:

- ❖ LivingWell CDHP 
- ❖ LivingWell PPO 
- ❖ Standard PPO
- ❖ Standard CDHP

LivingWell Promise

What is the LivingWell Promise?

- ❖ If a member chooses one of the KEHP LivingWell plans, he/she is making a LivingWell Promise and agrees to:
 - Complete the online HumanaVitality® Health Assessment between **January 1, 2014 - May 1, 2014**; and
 - Keep contact information (i.e. mailing address, phone number, and email) current in KHRIS or, if a retiree, keep contact information current with retirement system.

Who must complete the LivingWell Promise?

- ❖ Only the planholder is required to complete the LivingWell Promise.



Personal Health Over Optimism



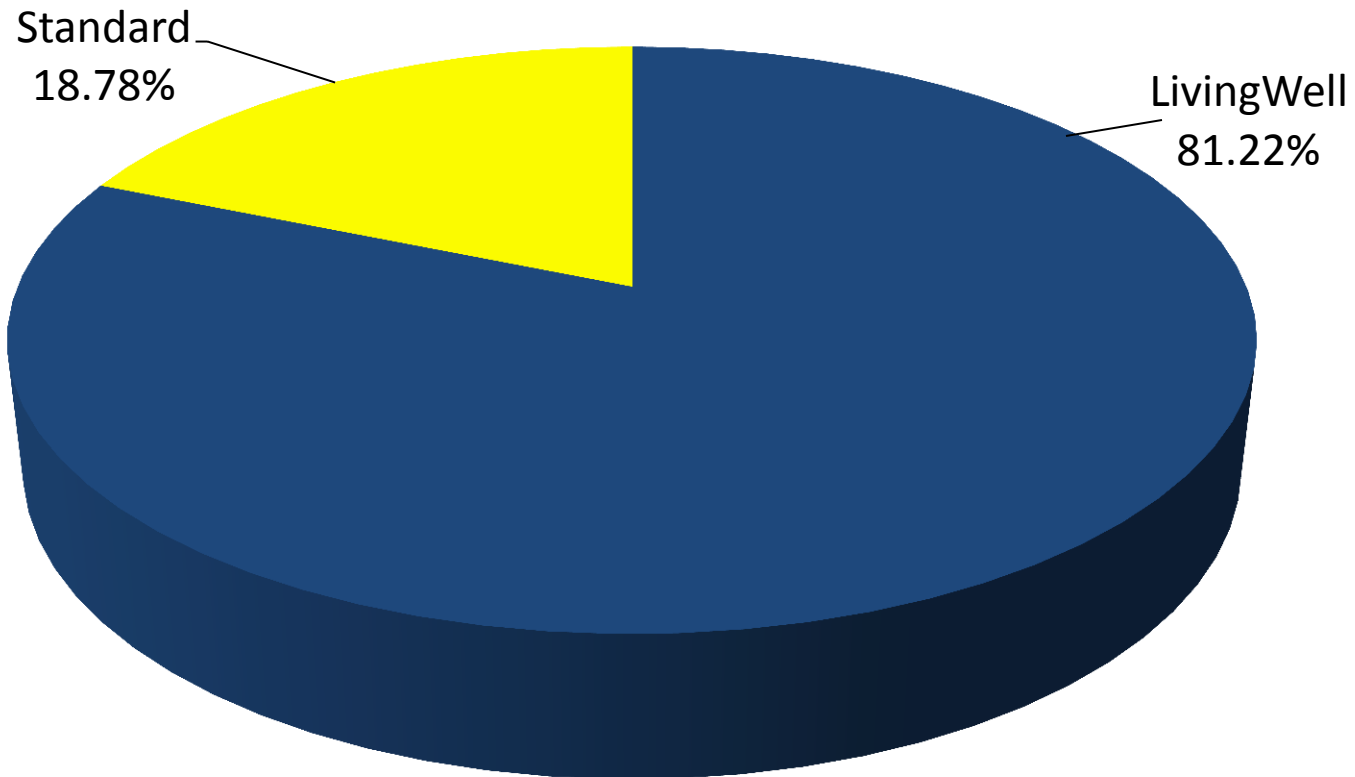
Why Offer LivingWell Promise Plans?

The KEHP LivingWell Promise plans are part of KEHP's overall wellness program. By completing the steps of the LivingWell Promise, member(s) can:

- ❖ Have access to the most competitive benefit plan options.
 - The LivingWell plans offer better benefits in the form of lower member coinsurance, lower deductibles, lower out-of-pocket maximums.
- ❖ Improve their health awareness.
 - Learn about their health status and history.
 - Learn about and understand their health risks.
- ❖ Take action to get and stay healthy.



Enrollment in LivingWell Plans vs. Standard Plans

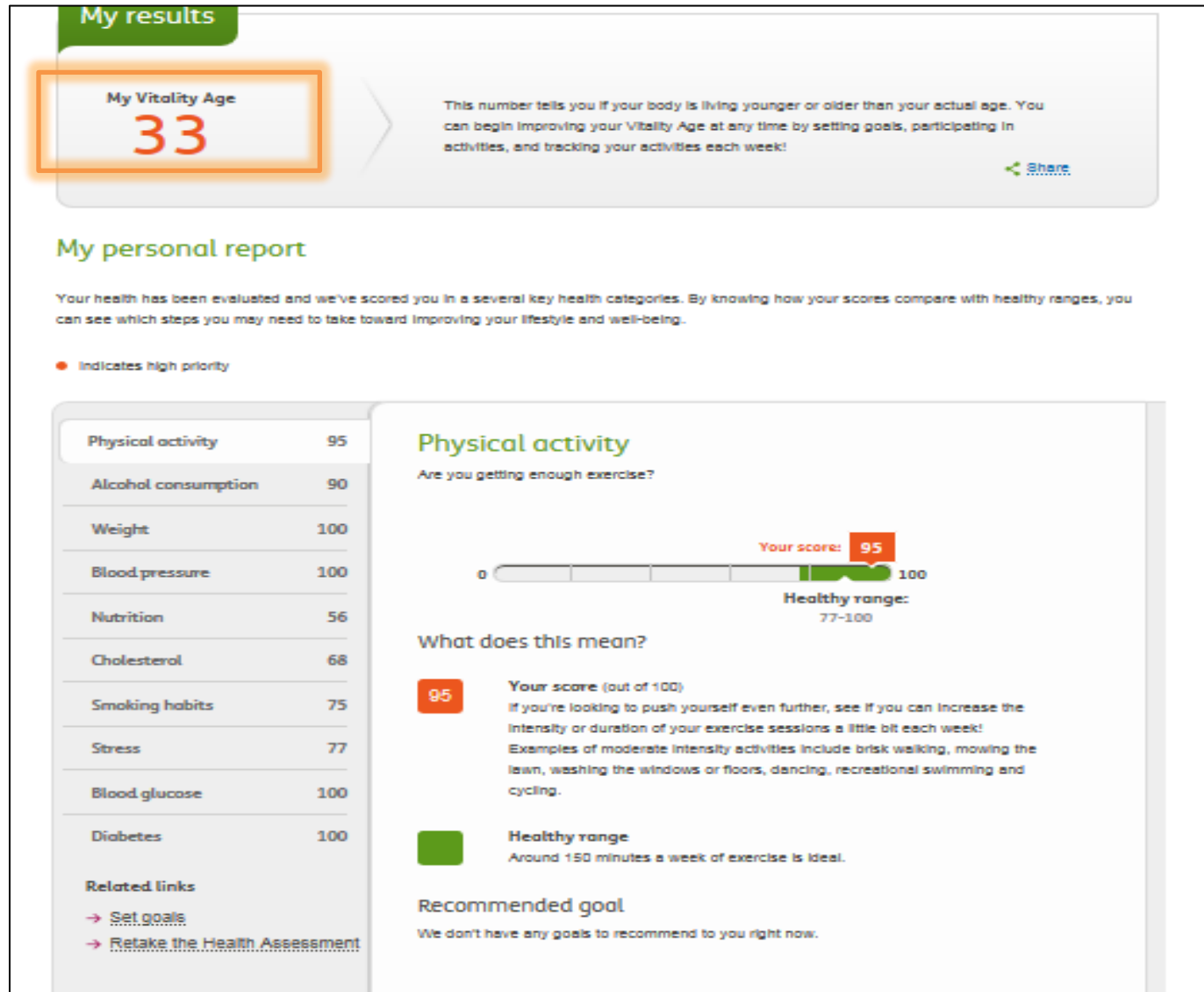


What is the HumanaVitality® Health Assessment?

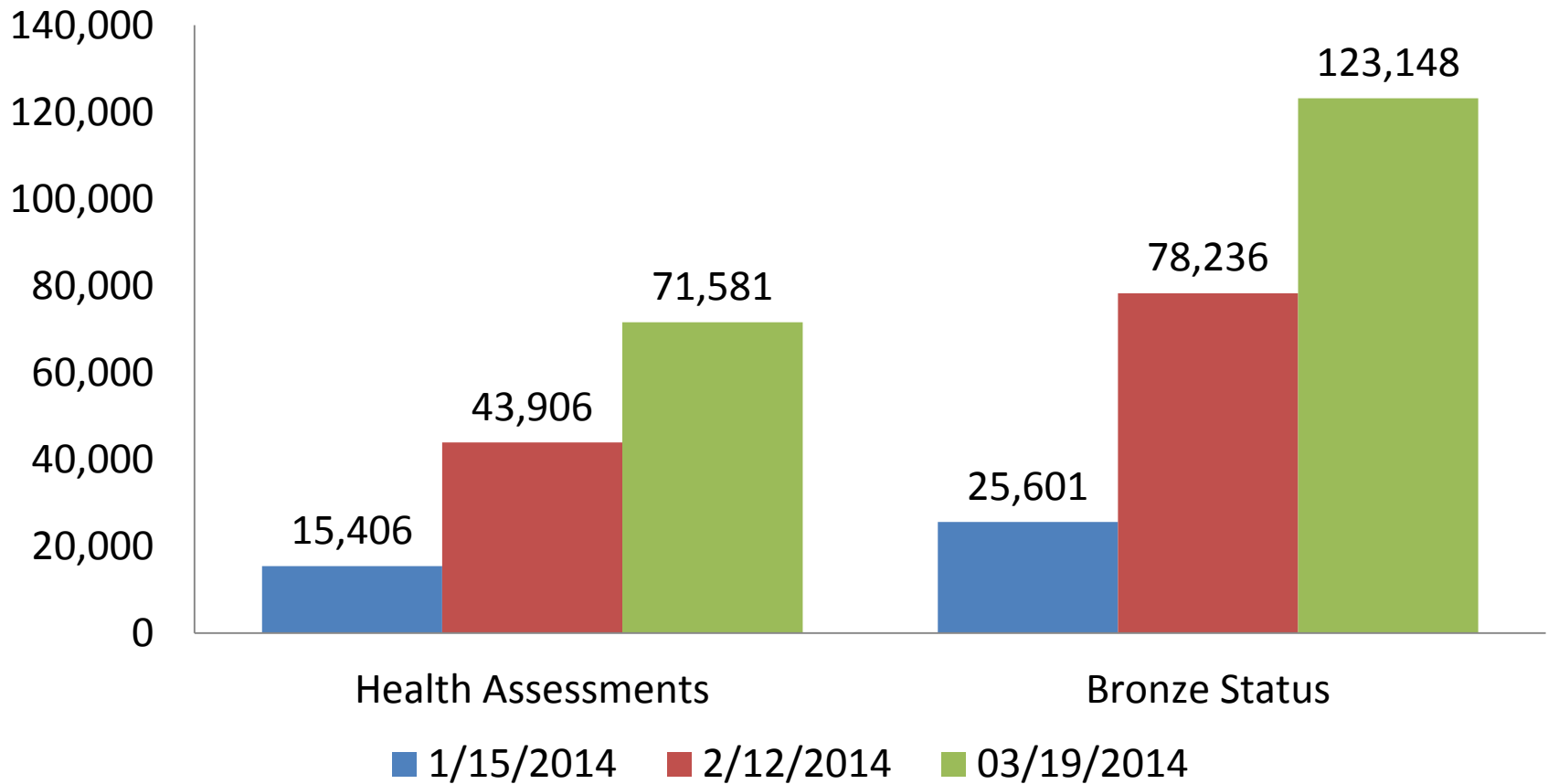
- ❖ An online series of questions about a member's health habits.
- ❖ Takes approximately 15 minutes to complete.
- ❖ After completion, the member is provided with a Vitality Age™ and goals that provide specific steps to improve health.



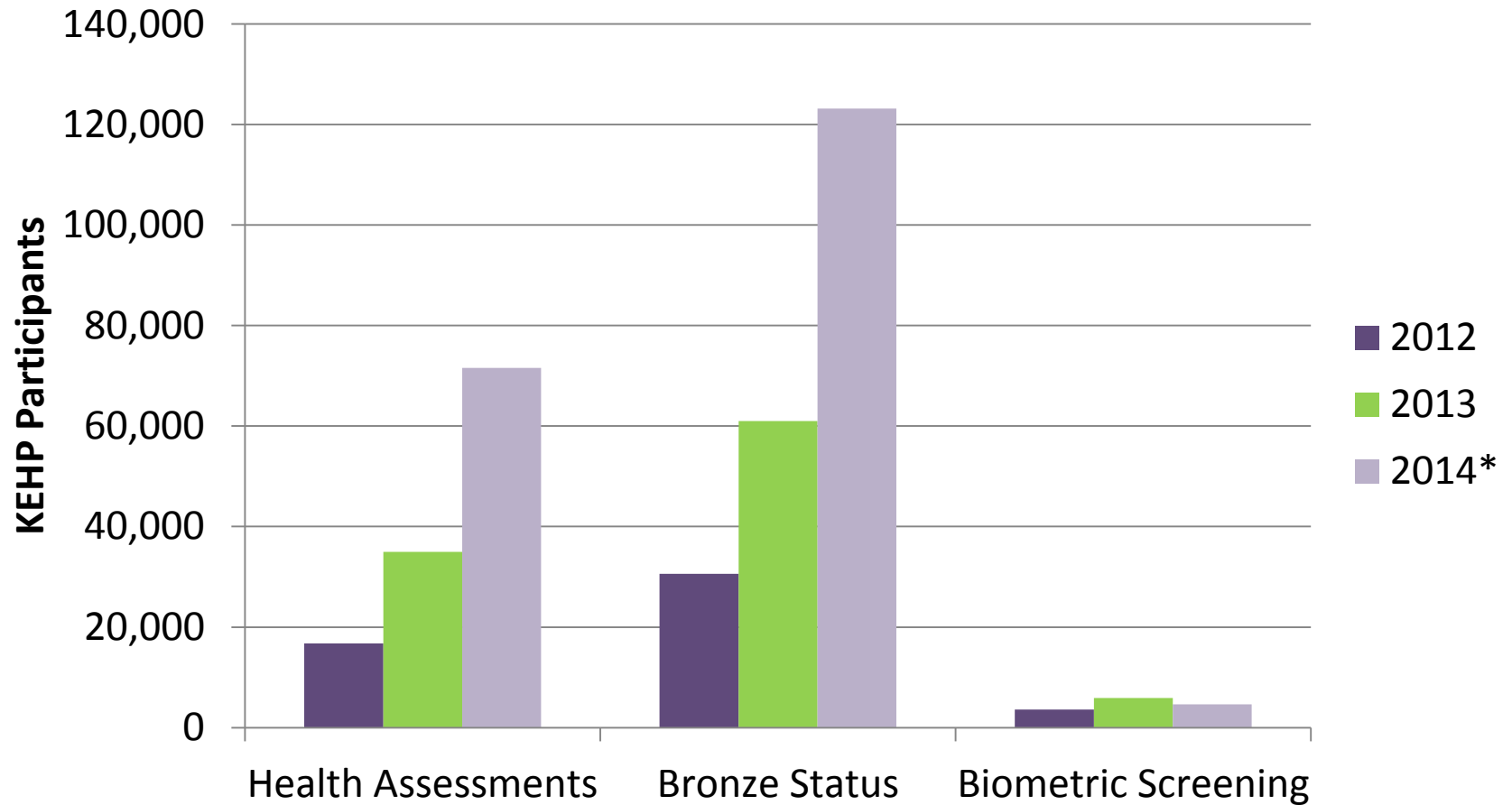
Receive your Vitality Age™ and health results based on your Health Assessment responses.



2014 Health Assessment Completion



2012 – 2014 Completion Rates

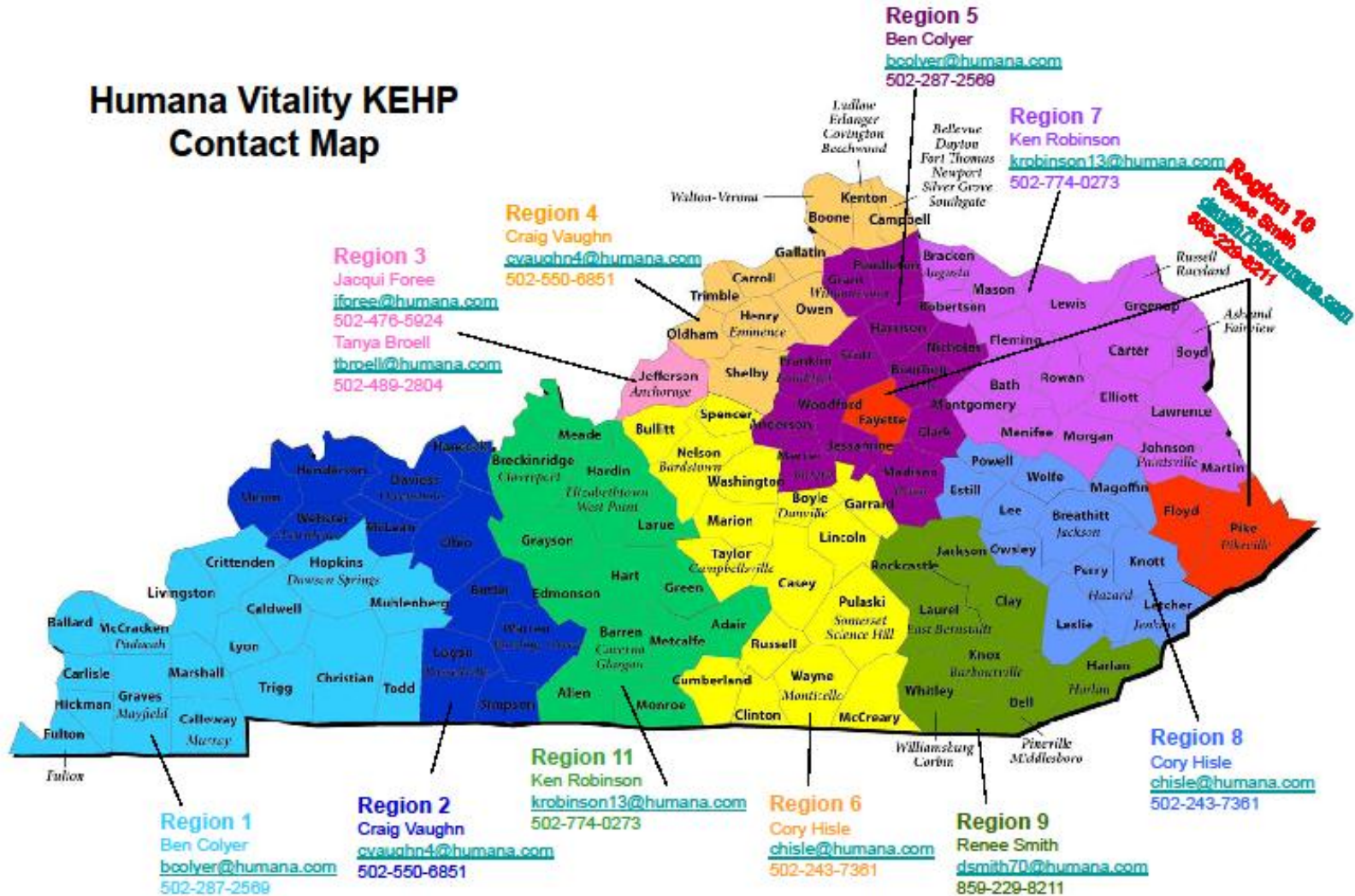


* Includes data from January 1 to March 19, 2014



Engagement Consultants

Humana Vitality KEHP Contact Map



Your regional engagement consultant is not a customer service representative. Please refer individual KEHP member questions to 1-877-597-7474.

Integration of Wellness and Disease Management

❖ **Disease Management** - triggered in two ways:

- Traditional claims data.
- Responses to health assessment.

❖ **Health Assessment key triggers:**

- Members indicate they have diabetes and also activate a HumanaVitality Goal online that is related to diabetes.
- Members indicate they have diabetes and also smoke.
- Members indicate they have both diabetes and heart disease.



Integration of Wellness and Disease Management

❖ Nurse Involvement

- Working with participating members, nurses can view the member's HumanaVitality Summary Page.
- This gives clinicians a more comprehensive view of a member's health and needs, and allows them to provide targeted feedback and assistance.

❖ HumanaVitality Summary Page

- Cholesterol, blood pressure, weight (automatically input from Vitality Check or can be self-entered if member has not had a Vitality Check).
- Nutrition, alcohol, and physical activity habits.

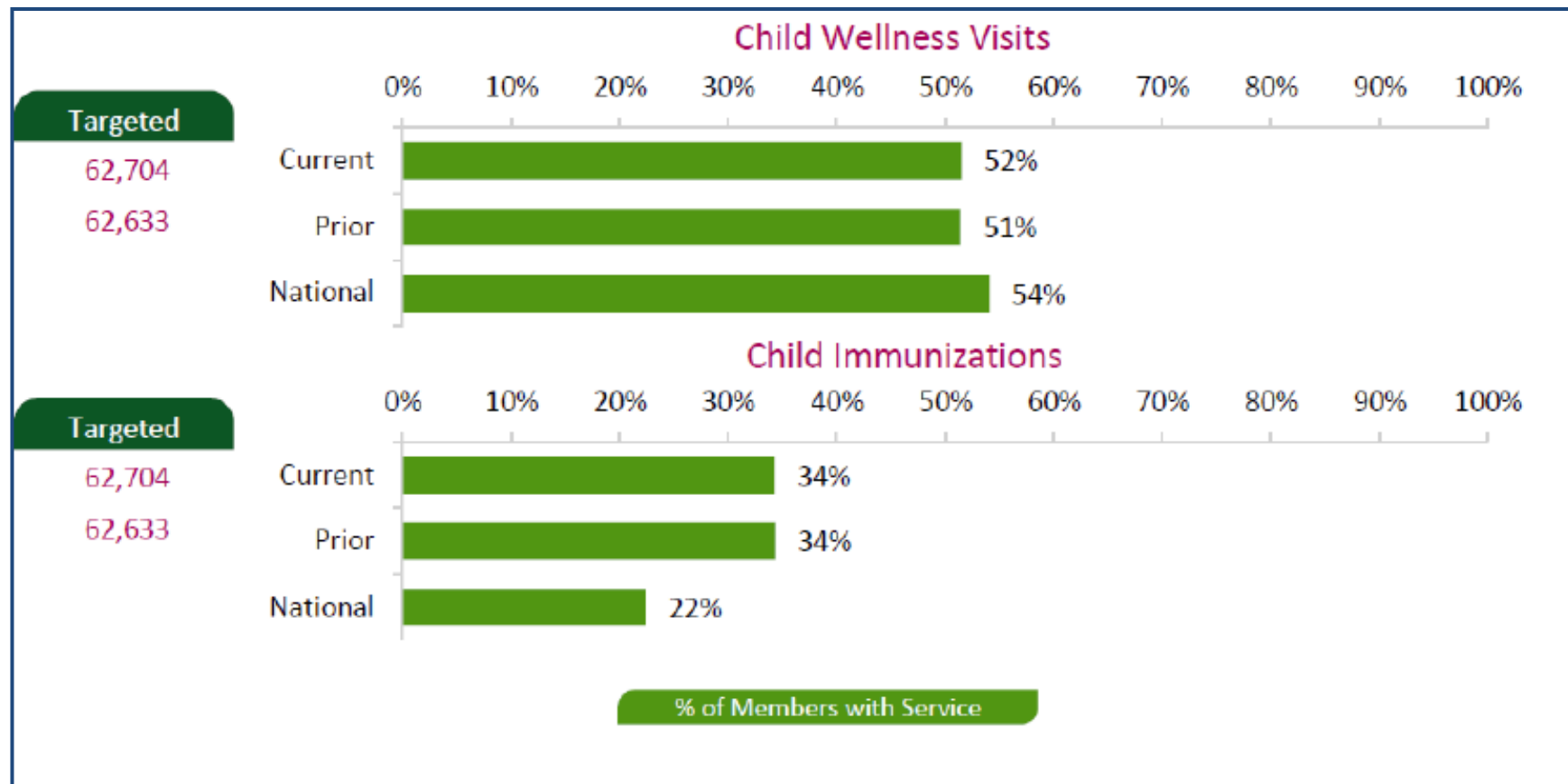


HumanaHealth Alerts: Prevention and Screening

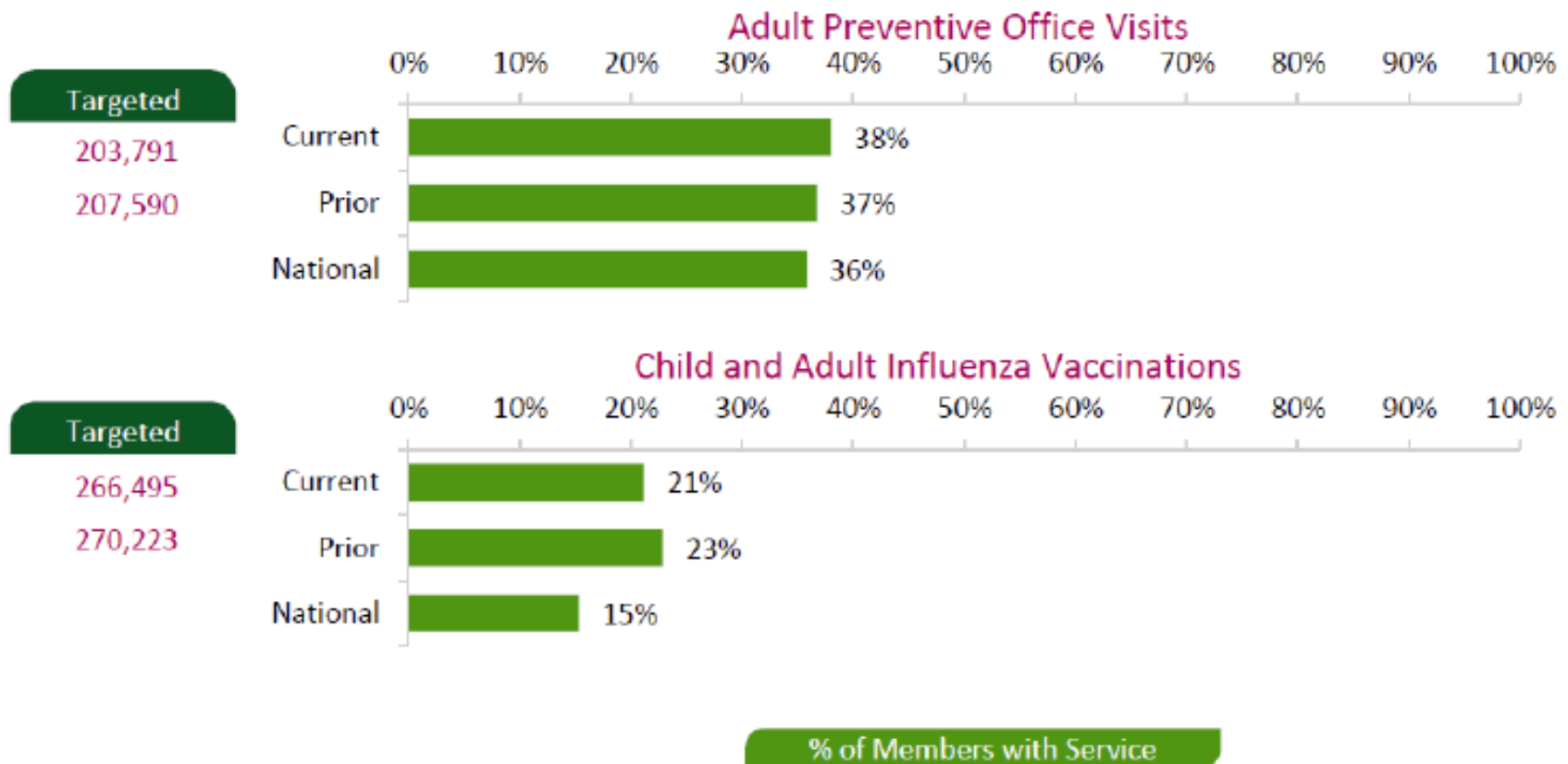
Preventive Health Alerts	2013
Alerts Generated	107,679
Alerts Closed	35,889
Change	33.3%
Overall Compliance	64.0%

Preventive Health Alerts (Immunizations, Well-care visits, Screenings, ER)
CHILDREN
Childhood Immunizations - Consider recommended immunizations by age 2
Well-care visits - Consider routine exams for children age 12 months-6 years
Well-care visits - Consider routine exams for children age 7-11 years
Well-care visits - Consider routine exams for children age 12-19 years
ADULTS
Well-care visits - Consider preventive care exam for adults
Glaucoma Screening - Consider Eye Exam
EMERGENCY ROOM AWARENESS
ER visit - Improper Utilization - Consider various alternatives to using the ER
ER visit - No outpatient physician visit on record - Recommend see PCP
CANCER SCREENINGS
Colon cancer - Consider screening
Breast Cancer - Consider mammogram
Cervical Cancer - Consider screening

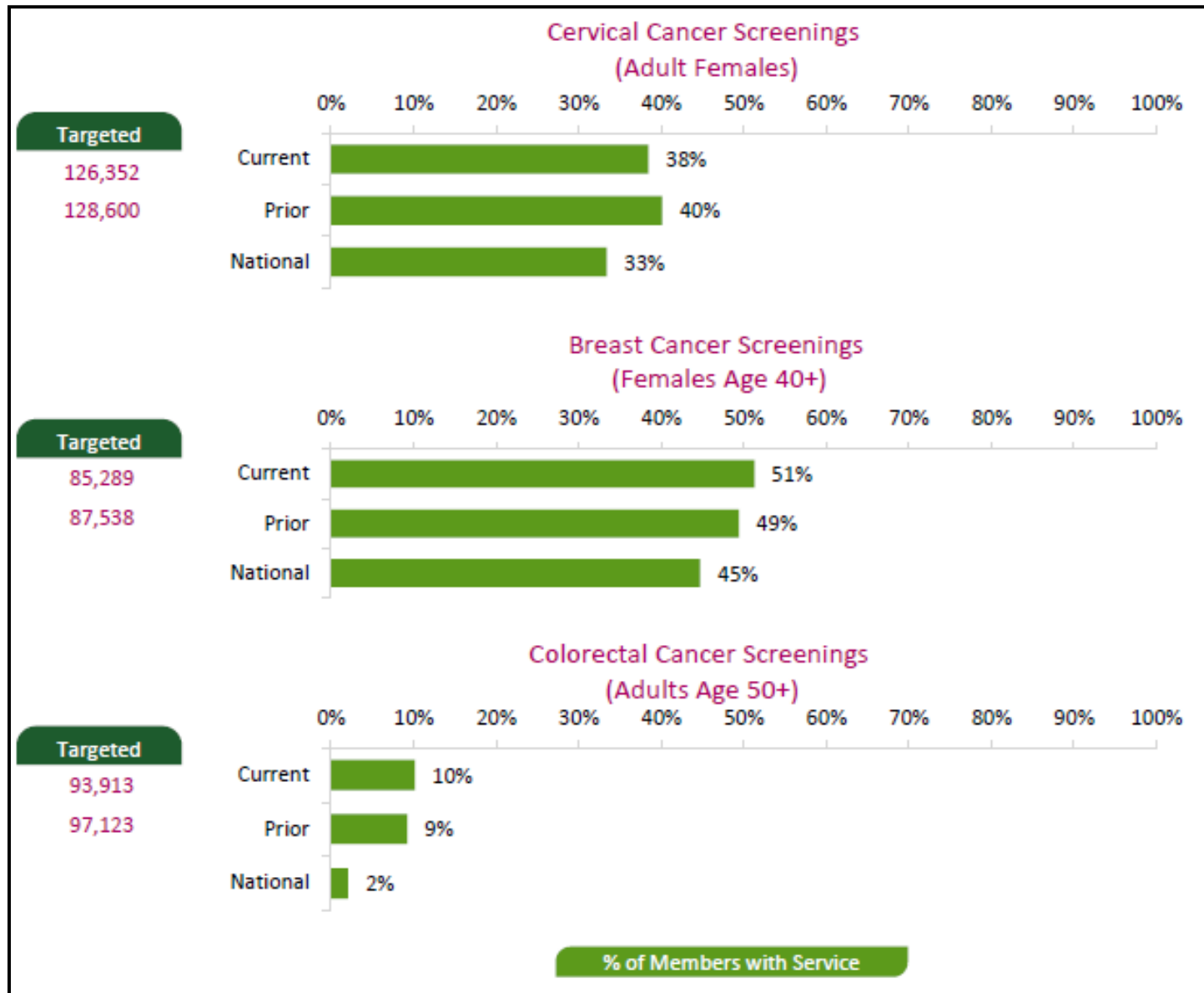
Recommended Preventive Services



Recommended Preventive Services



Recommended Cancer Screenings



HumanaHealth Clinical Programs

❖ **HumanaAchieve**

Integrated care management addressing both medical and behavioral health for chronic and complex conditions.

❖ **HumanaFirst**

24/7 nurse advice line available to KEHP members to address immediate medical concerns.

❖ **Personal Nurse**

A disease diagnostic nursing program designed to engage and empower members with long-term illnesses and medical conditions to make lifestyle behavior changes and better manage their health.

❖ **Humana*Beginnings***

A maternity management program that offers prenatal education and guidance for expectant members from early stages of pregnancy through the baby's first months.

❖ **Humana Cares**

A holistic approach where nurses manage members with complex conditions including diabetes, Coronary Artery Disease (CAD), Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD) and less common specialty conditions like Parkinson's Rheumatoid Arthritis, and Multiple Sclerosis.



Humana Achieve

(Integrated Medical-Behavioral Health)

1,847 KEHP participants in 2013

- ❖ Provides integrated care management addressing both the medical and behavioral cost drivers of chronic or complex conditions:
 - Proactive member outreach based upon predictive modeling
 - Master's level behavioral health clinicians
 - Intensive training on behavior change techniques
 - Highly personalized service
- ❖ Primary objectives:
 - Provide integrated, holistic care
 - Reduce future claims costs
 - Empower members to better manage their health



Why Weight Kentucky

709 KEHP participants in 2013

- ❖ Participants develop a weight management plan with their nurse.
- ❖ Participants receive coverage of prescribed weight loss medications:
 - 21% of participants (147 members) had one or more claims for a weight loss medication.*
 - 416 claims for weight loss medications.*
- ❖ Managed program referrals, requests for program information, and issue resolution.

** **Note:** Claims information is based on Express Scripts utilization data for the reporting period of January 1, 2013 – December 31, 2013.*



Alliance for a Healthier Generation

273 enrolled with a nurse in 2013

- ❖ A weight management program designed to help improve the health of overweight children ages 3 to 18 who are in the 85th percentile or greater of BMI for their age.
- ❖ Children and their parents receive:
 - Support and guidance from a Humana dedicated nurse.
 - Weight management assessments and nutritional counseling.
 - Personalized education, guidance to resources , and motivation and support.



Diabetes Prevention Program (DPP)

- ❖ Available for people who have pre-diabetes or are considered at very high risk of developing diabetes.
- ❖ Program results have been outstanding – with past participants reducing their risk of developing type 2 diabetes by 58%.
- ❖ Certified DPP lifestyle coaches at Hospitals and YMCAs within Kentucky conduct program.
- ❖ Some programs are provided at no cost through a CDC grant, while others have a cost.
- ❖ DPP participants meet in person as a group with a lifestyle coach, once a week for 16 weeks and then once a month for another 6-8 months.
- ❖ Members have support of a lifestyle coach who helps them make important changes, such as losing weight, being more physically active and managing stress.
- ❖ Members are eligible if they are overweight/obese (BMI > 25) and have pre-diabetes or are at high risk for developing diabetes.



Diabetes Prevention Program (DPP)

- ❖ Partnered with **King's Daughters Medical Center** in Ashland.
- ❖ DPP **began in November 2013**, provided **free of charge** to participants through a CDC grant.
- ❖ Local **YMCA offered free gym membership** for participants.
- ❖ Participants will receive **350 Vitality Points** upon DPP completion.
- ❖ Members engaged and on track to meet or exceed goals of the program – lost 5-7% of body weight and increase physical activity to 150 minutes per week – averages as of week 17:
 - **Attendance:** 83%
 - **Weight loss:** 17 lbs.
 - **Physical activity:** 105 minutes

Diabetes Prevention Program (DPP)

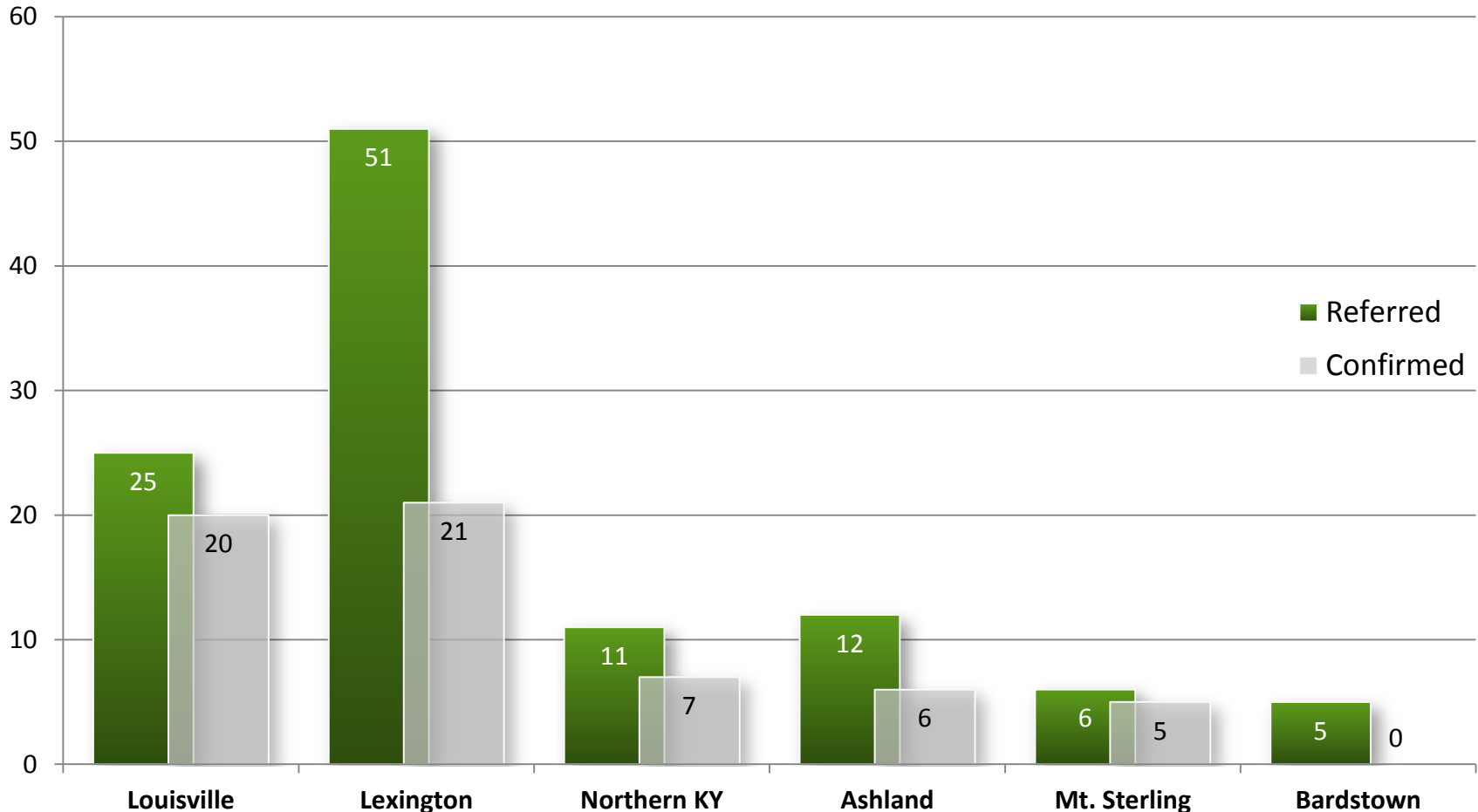
- ❖ KEHP members are recruited and referred to a **DPP** based on medical claims data and are eligible to participate if they are:
 - Pre-diabetic
 - Pre-diabetic and overweight/obese with a BMI of >25
 - Pre-diabetic with high cholesterol
 - Pre-diabetic with high blood pressure or
 - Have gestational diabetes

- ❖ The program is at **no cost** to a KEHP member.

Diabetes Prevention Program (DPP)

110 KEHP members referred as of March 20, 2014

59 KEHP members actively participating



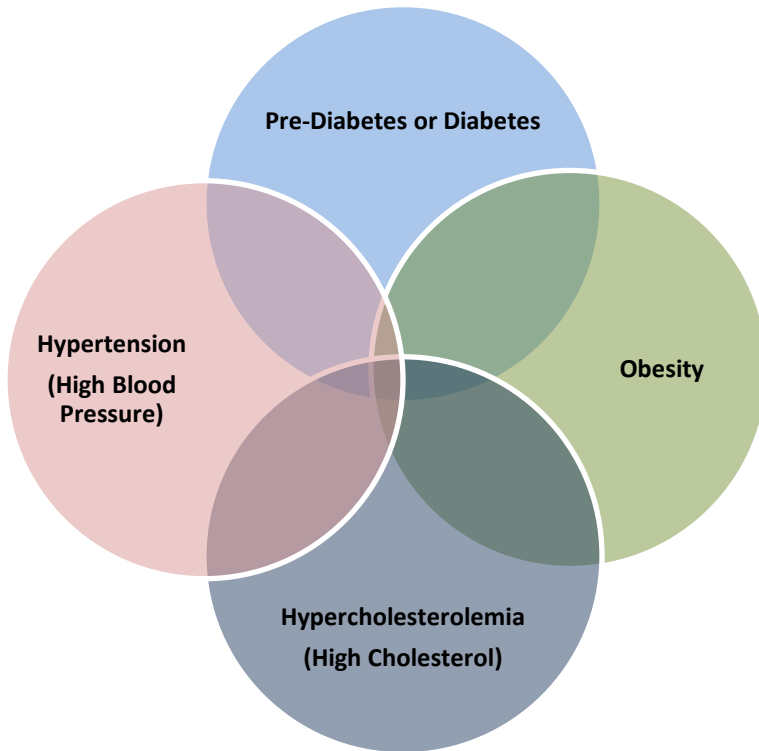
Diabetes Prevention Program (DPP)

Current DPP Locations

- ❖ Ashland, King's Daughters Medical Center
- ❖ Bardstown, Flaget Memorial Hospital
- ❖ Lexington
 - Baptist Health (Central Baptist)
 - YMCA of Central Kentucky
- ❖ Louisville
 - YMCA of Greater Louisville
 - Baptist Health (East)
- ❖ Cincinnati
 - YMCA of Greater Cincinnati
- ❖ Mount Sterling
 - St. Joseph Hospital



Metabolic Syndrome Pilot – Program Overview



Identification by predictive model

- Claims
- Consumer data

Nurse engagement

- Calls, e-mail, direct mail, online sources
- Clinical and lifestyle assessments, care plans, goal setting
- Referrals to other programs, including Why Weight KY

Goals for improvement in:

- Blood pressure
- Cholesterol
- Plasma glucose levels
- Activity level
- Diet
- Weight

Metabolic Syndrome Pilot – Preliminary Results

952 KEHP participants in 2013

- ❖ Pilot started in July 2013, members enrolled through December 2013
- ❖ 200 Clinical Assessments completed:
 - **Metabolic Syndrome Risks:** Waist circumference/BMI, triglycerides, HDL, blood pressure, and fasting plasma glucose.
 - **Framingham Risk Score:** Age, systolic blood pressure, smoking, HDL, total cholesterol; score equals estimated 10 year percentage risk of coronary heart disease.
- ❖ 649 Lifestyle Assessments completed:
 - **Lifestyle Assessments:** change readiness, exercise/ exercise confidence, heart healthy diet, and compliance.
- ❖ Baseline clinical findings indicate the majority of the population:
 - Had increased fasting glucose level (pre-diabetes or diabetes).
 - Had four Metabolic Syndrome Risks and 11-15 Framingham Risk Score.
 - Did not exercise regularly and follow a heart healthy diet.

Note: Assessments completed and clinical findings are based on data for the reporting period of July 15, 2013 - October 15, 2013.



KEHP Tobacco/Smoking Use

- ❖ KEHP's health insurance application now requires an affirmative election about tobacco use.

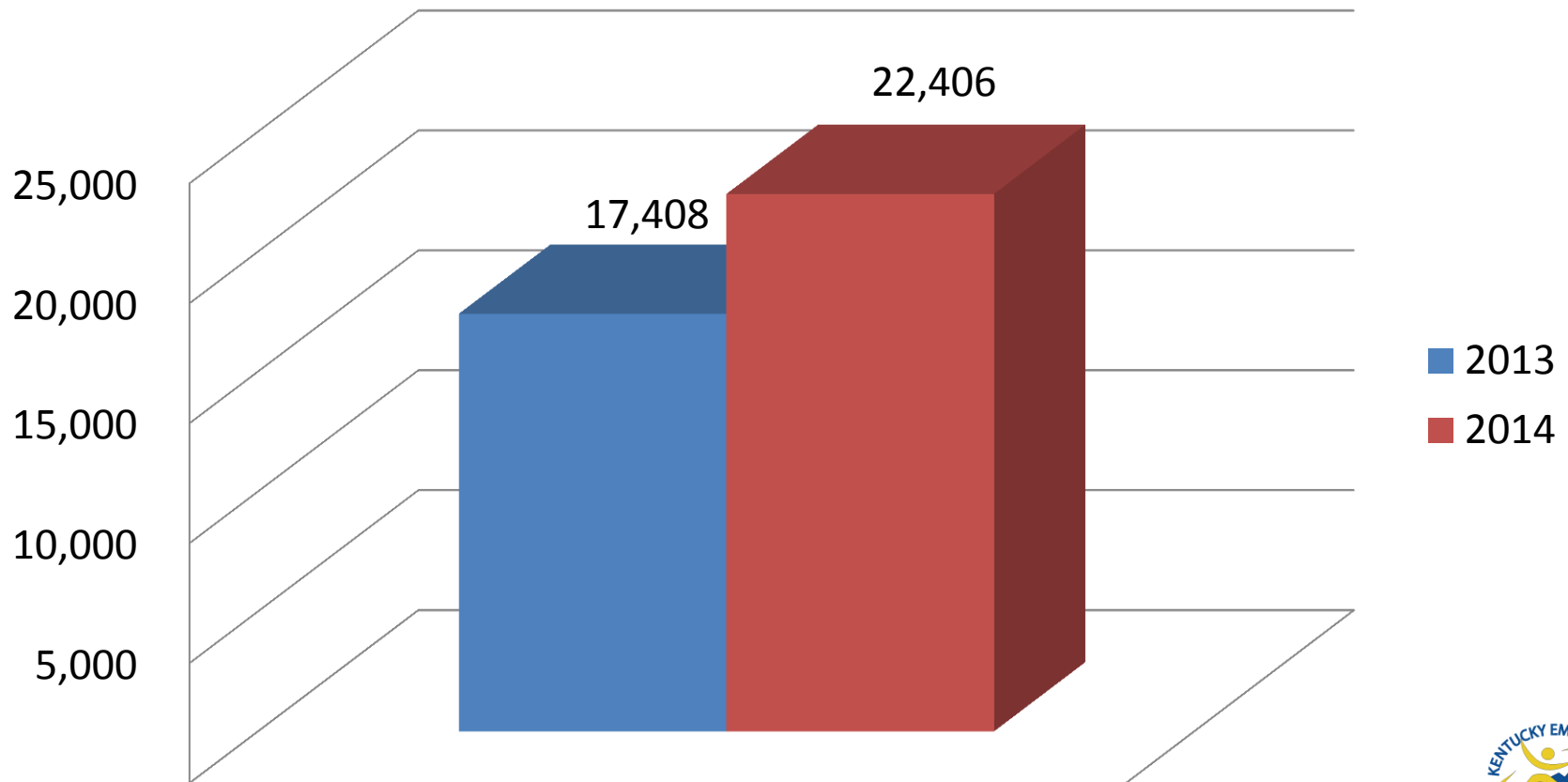
Within the past six months, have you, or a spouse or dependent to be covered under your insurance plan, used tobacco regularly?

Yes ☐ No ☐

- Regularly means tobacco has been used four or more times per week on average excluding religious or ceremonial uses.
- "Tobacco" means all tobacco products including, but not limited to, cigarettes, pipes, chewing tobacco, snuff, dip, and any other tobacco products regardless of the frequency or method of use.
- "Dependent" means, for the purpose of the Tobacco Use Declaration, only those dependents who are 18 years of age or older.

Tobacco Use

Self-reported tobacco use increased from 2013 to 2014



Smoking & Tobacco Cessation Programs

KEHP provides over-the-counter nicotine replacement therapies (NRT) to members who participate in an approved smoking or tobacco cessation program.

❖ To participate, you must:

- Be a KEHP member.
- Be a tobacco user, 18 or older, and designated as a tobacco user on the health insurance application.
- Actively participate in an approved smoking/tobacco cessation program.

Smoking & Tobacco Cessation Programs

- ❖ Approved Smoking Tobacco Cessation Programs:
 - Cooper Clayton: 13 one-hour sessions for smoking cessation.
 - 1-800-QUIT NOW: telephone-based, one-on-one proactive smoking & tobacco cessation program.

- ❖ Participants Receive:
 - 12 weeks of over-the-counter nicotine replacement therapy products per year.

Express Scripts

Fraud Waste and Abuse Program

- ❖ Express Scripts identifies trends and outliers and has over 290 indicators of fraud among members including:
 - Number of doctor visits.
 - Distance traveled to a pharmacy or physician.
 - Frequency of prescriptions.
 - Geography and patient population.
 - Mix of drugs dispensed.

KEHP Flu Shot Statistics

- ❖ KEHP has been offering free flu shots for the last several years.
 - Heavily marketed during Open Enrollment
 - Available at participating providers and pharmacies.
 - No cost to the member.
 - Approximately 75,000 flu shots in 2013.

Questions/Comments